

# Service Bulletin



---

**SUBJECT** REMINDER - Infrastructure Enhancements

**DATE** October 15, 2013

**FROM** Convenience Pay Services Client Support

Convenience Pay Services plans to implement infrastructure enhancements during an extended maintenance window on Saturday October 19, 2013 and Sunday October 20, 2013. The entire Convenience Pay Services production system, with the exception of [ftp.paybill.com](http://ftp.paybill.com), will be unavailable from 2 AM Central on Saturday October 19, 2013 to 11:59 PM Central on Sunday October 20, 2013. During that time, callers to the IVR will hear and visitors to the web site will see a message indicating the time at which service will be restored. The Convenience Pay Services production system will be made available at the earliest possible time should the enhancements be completed prior to the end of the scheduled window.

**When implemented, these infrastructure enhancements will result in the IP address of the [www.paybill.com](http://www.paybill.com) domain changing from 205.141.207.199 to 204.104.208.115. In addition, all calls to client-provided web services or other real-time interfaces will be made from 204.104.208.118. While we have reached out to clients individually regarding the IP address change, we ask that each of you review your firewalls for references to 205.141.207.199 and make sure those firewalls are updated to add support for outgoing traffic to 204.104.208.115 and/or incoming traffic from 204.104.208.118.**

If you have any questions, please contact Convenience Pay Services Client Support by telephone at 1-800-708-9832 or by email at [ConveniencePayClientSupport@hp.com](mailto:ConveniencePayClientSupport@hp.com).